

**CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY
CHANNEL-SPECIFIC USER INTERFACES**

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ABSTRACT OF THE DISCLOSURE

A method, system, computer system and computer program product to interact with a user of a computer system or service via more than one communication channel, such as a telephone channel and a web channel. A determination can be made based upon information gathered via the multiple communication channels that communication between a server and one communication channel is related to communication between the server and another communication channel. Related information gathered via the multiple communication channels can be identified to form a more complete picture of information about the user's problem with a problem entity. A potential action to help the user find a solution can be determined from information gathered from all communication channels. An automated option can be provided via one of the communication channels, and an automated suggestion to select the option can be made via a coordinated communication channel.